

HOSPITALS

ANAHEIM

Anaheim General Hospital
3350 West Ball Road
(714) 220-4556

Anaheim Memorial
Medical Center

411 West La Palma Avenue
(714) 999-6161

Kaiser Permanente

411 North Lakeview Avenue
(714) 279-4072

West Anaheim
Medical Center

3033 West Orange Avenue
(714) 827-3000 ext. 7346

Western Medical Center-
Anaheim

1025 South Anaheim Blvd.
(714) 533-6220 ext. 2922

BREA

Brea Community Hospital
380 West Central Avenue
(714) 671-5424 ext. 899

FOUNTAIN VALLEY

Fountain Valley
Regional Hospital
Medical Center

17100 Euclid Street
(714) 966-3316

Orange Coast Memorial
Medical Center

9920 Talbert Avenue
(714) 378-7588

FULLERTON

St. Jude Medical Center

101 East Valencia Mesa Drive
(714) 992-3000 ext. 3341

GARDEN GROVE

Garden Grove Hospital
and Medical Center

12601 Garden Grove Blvd.
(714) 741-2713

HUNTINGTON BEACH

Huntington Beach
Hospital and Medical Center

17772 Beach Boulevard
(714) 842-1473

IRVINE

Irvine Medical Center

16200 Sand Canyon Avenue
(949) 753-2125

LA PALMA

La Palma Intercommunity
Hospital

7901 Walker Street
(714) 670-6091

LAGUNA HILLS

Saddleback Memorial
Medical Center

24451 Health Center Drive
(949) 452-3936

LOS ALAMITOS

Los Alamitos Medical Center

3751 Katella Avenue
(562) 799-3116

MISSION VIEJO

Mission Hospital and
Regional Medical Center

27700 Medical Center Road
(949) 365-2116

NEWPORT BEACH

Hoag Memorial Hospital
Presbyterian

1 Hoag Drive
(949) 760-2316

ORANGE

Chapman Medical Center

2601 East Chapman Avenue
(714) 633-0011 ext. 1119

St. Joseph Hospital

1100 West Stewart Drive
(714) 771-8107

UCI Medical Center

101 The City Drive South
ER Registration (714) 456-5703
Clinic Registration (714) 456-6402
Customer Service (714) 456-6324

PLACENTIA

Placentia Linda Hospital

1301 Rose Drive
(714) 524-4257

SAN CLEMENTE

San Clemente Hospital
and Medical Center

654 Camino De Los Mares
(949) 496-1122 ext. 4529

SOUTH LAGUNA

South Coast Medical Center

31872 Coast Highway
(949) 499-7154

SANTA ANA

Coastal Communities Hospital

2701 South Bristol Street
(714) 754-5454

Western Medical Center-
Santa Ana

1001 North Tustin Avenue
(714) 953-3409

COMMUNITY CLINICS

*Asian Health Center

5015 K-L West Edinger
Santa Ana
(714) 418-2040

Camino Health Centers

33081 Calle Perfecto, Ste. A
San Juan Capistrano
(949) 240-2272

Huntington Beach
Community Clinic

8041 Newman Avenue
Huntington Beach
(714) 847-4222

La Amistad Family
Health Center

353 South Main
Orange
(Medical) (714) 771-8006
(Dental) (714) 771-8005

Laguna Beach
Community Clinic

362 Third Street
Laguna Beach
(949) 494-0761

Nhan Hoa Comprehensive
Health Care Clinic

14221 Euclid Ave., Ste. H-I
Garden Grove
(714) 539-9999

Sierra Health Center

501 South Brookhurst
Fullerton
(714) 870-0717

UCI Family Health Center-
Anaheim

300 West Carl Karcher Way
Anaheim
(714) 456-7002

UCI Family Health Center-
Santa Ana

800 North Main Street
Santa Ana
(714) 541-6545

Casa de Salud

1515 S. Broadway, Ste. D
Santa Ana
(714) 285-9883

*This community clinic does not take MSI applications.

MENTAL HEALTH, DRUG ABUSE
AND ALCOHOL SERVICES

The MSI Program **does not** cover mental health, drug abuse or alcohol services. The locations listed below are for reference only. Patients pay for services, based on a sliding fee scale.

Mental Health, Adult Inpatient and
Emergency Triage Services

Therapeutic Residential Center

206 Hospital Circle
Westminster
(714) 895-1985

Evaluation Treatment Services

1030 West Warner
Santa Ana
(714) 834-6900

Mental Health Adult Outpatient
Services

23228 Madera
Mission Viejo
(949) 454-3940

1200 North Main Street, Ste. #201
Santa Ana
(714) 480-6767

2035 East Ball Road, Ste. #200
Anaheim
(714) 517-6300

14140 Beach Blvd., Ste. #223
Westminster
(714) 896-7566

3115 Redhill Avenue
Costa Mesa
(714) 850-8463

211 West Commonwealth Ave.
Fullerton
(714) 447-7000

Outpatient Alcohol/Drug Services

5 Mareblu, Ste. #250
Aliso Viejo
(949) 643-6900

1725 West 17th Street
Santa Ana
(714) 834-8600 (Methadone)

3115 Redhill Avenue
Costa Mesa
(714) 850-8431

1200 North Main, Ste. #301
Santa Ana
(714) 480-6660 (Drug Free)

211 West Commonwealth Ave.
Ste. #204
Fullerton
(714) 447-7099

14180 Beach Blvd., Ste. #203
Westminster
Mental Health—Drug/Alcohol
(714) 934-4669

Mental health, drug abuse, and alcohol services
are not covered under the MSI Program.



County of Orange, California
Health Care Agency
MEDICAL SERVICES FOR INDIGENTS



The Medical Services for Indigents (MSI) Program covers necessary medical services for eligible Orange County residents 21 through 64 years of age who have no other resource for medical care.

The purpose of the Program is:

- To protect life
- To prevent significant disability
- To prevent serious deterioration of health



This pamphlet has information to help you:

- Apply for MSI benefits
- Know your responsibilities as an MSI eligible person
- Obtain allowed medical services
- Understand what services are covered

ELIGIBILITY

You may be eligible for MSI benefits if you:

- Are a legal resident of Orange County
- Are between the ages of 21 and 64
- Have a current medical need
- Cannot pay for the medical care you need
- Complete an MSI application
- Meet current Federal Poverty Guidelines for income
- Meet property guidelines
 - Examples of personal property are jewelry, stocks, bonds, savings and checking accounts, accessible retirement accounts, and cash value of life insurance policies.
 - Examples of real property are land, buildings, mortgages, notes and deeds of trust.

Call the Social Services MSI Eligibility Information Line at (714) 480-6333 if you have any questions about income or property qualifications.

MSI eligibility is:

- Determined by the Orange County Social Services Agency
- Usually approved for six (6) months at a time
- Renewable if a medical problem exists

If your eligibility is denied, you:

- May request an Administrative Hearing by the Appeals Unit of the County Social Services Agency. (The address is listed on the back of the 2391 form.)

APPLICATION PROCESS

To apply for MSI coverage, you:

- Must have a current medical need
- Must make an appointment with an MSI contracting hospital or qualified community clinic to fill out an application. Hospitals and community clinics that take applications are listed in this brochure.
- Must be prepared to give information about identity, income, property, other resources, residency and alien status
- Complete the MSI application process

After the Social Services Agency receives your application, you:

- Must read all papers sent to you
- Will receive a notice (2391 form) within two to four weeks telling you if your eligibility is approved or denied

Once your application is approved, you:

- May be eligible to the Program for six months at a time
- Must tell everyone who gave you care of your eligibility
- May reapply for MSI if you still have a medical need at the end of six months
- Must repay the Program in the event of a Worker's Compensation, insurance or accident claim settlement

If your application is approved and you are disabled, you:

- Are required to apply for Medi-Cal, State Disability or Worker's Compensation
- Are encouraged to apply for Federal benefits (such as SSI – SSP)

MEDICAL SERVICES

The MSI Program covers services that protect life, prevent significant disability and prevent serious deterioration of health. Not all medical services are covered. In addition, services must be received in Orange County. Services that may be covered include:

- Hospital and doctor care
- Emergency ambulance transportation to an MSI contracting hospital
- Physical therapy, laboratory and x-ray services **only** when done at an MSI contracted hospital
- Approved prescription medications. Medications may be obtained at Pharmaceutical Care Network (PCN) pharmacies. Ask your local pharmacy if it is a PCN participant. Medications may also be obtained from participating contracted hospital pharmacies
- Medical supplies and home health care
- Limited skilled nursing facility care
- Limited dental care (for medical complications and extractions only)

MEDICAL SERVICES NOT COVERED

- Medical services that do not meet the purpose of the MSI Program, such as elective surgeries for chronic conditions
- Routine physical examinations
- Non formulary medications and all over-the-counter medications
- Pregnancy-related services, including complications of pregnancy, which are covered by the Medi-Cal Program
- Treatment in an extended or long-term care facility
- Adult day care health services
- Acupuncture, chiropractic, optometry, podiatry
- Hearing aids and eye glasses
- Routine or restorative dental services
- Non-emergency medical transportation services
- Medical services **outside** Orange County
- Medical services for children
- Treatment for mental health, alcohol or drug abuse
- Medical services for persons under 21 years of age and over 64 years of age

The MSI Program's claims department reviews all bills sent to them by your providers of service (doctors, hospitals, ambulance companies, etc.). If the claims department denies payment on a bill, you should receive a form called **"Notice of Payment Denial."** This form gives you information about the denied bill. It also explains how to appeal a denied bill.

SERVICE LOCATIONS

Physician care may be obtained from any physician in Orange County **who accepts MSI eligible persons**. Patients eligible for the MSI Program find their own medical providers. Medical care may also be obtained from the qualified community clinics listed in the next section of this brochure.

Hospitals that sign MSI contracts with the County of Orange also provide medical services to MSI eligible persons. Contracted hospitals provide a variety of services including surgery, laboratory work, x-rays, emergency room care, physical therapy, and taking MSI applications. Contracted hospitals are listed in this brochure.

If you feel you may qualify for MSI benefits, you may make an appointment at one the community clinics or contracted hospitals listed in this brochure.

QUESTIONS

If you have questions regarding your MSI application or the income and property qualifications necessary to receive MSI benefits, call the **MSI Eligibility Information Line at (714) 480-6333** Monday through Friday from 8:00 a.m. to 4:30 p.m.

If you have questions regarding medical care, billing or medical benefits call the **MSI Patient/Provider Relations Administrative Office at (714) 834-5211** Monday through Friday from 8:00 a.m. to 4:30 p.m.

Important Note: Approval to the MSI Program does not mean that all medical services are covered benefits.